USER MANUAL

When using this equipment, please follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons.

WARNING: To prevent fire or electrical hazard, do not expose this equipment to any liquids, aerosols, or moisture.

CAUTION: To prevent damage from overheating (1) do not obstruct the ventilation openings of this equipment, (2) do not operate when ambient temperature exceeds 104°F (40°C).

CAUTION: To prevent electrical damage, **only operate this equipment from the supplied power adapter** in a location that is close enough to accommodate the length of the power cord, plugged into an electrical outlet with the correct AC voltage as indicated on the power adapter.

CAUTION: To reduce the risk of damage from electrical surges and lightning strikes, only plug the provided power adapter into a surge protected AC wall outlet or surge protected AC power strip.

CAUTION: To maintain your equipment warranty and regulatory compliance, do not open the case and attempt to service or repair. This equipment contains no user-serviceable parts.

CAUTION: For proper performance, to prevent RFI/EMI interference, and to conform to regulatory compliance, **only use shielded (STP) Ethernet cables** (such as CAT5, CAT6, or CAT7, depending on your network requirements). For **maximum performance** - either speed or distance - use CAT7.

FCC DECLARATION OF CONFORMITY
This device complies with Part 15 of FCC Rules as a Class B digital device. Operation of the device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

CANADIAN COMPLIANCE
This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. Cet appareil numérique de la classe B respects toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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All Rights Reserved
"Sejent" and "LagBuster" are trademarks of Sejent Corporation.

Ninety (90) Day Limited Warranty

Sejent Corporation warrants to the original purchaser that this product is free of defects in material and workmanship for a period of ninety (90) days from the first date of online product activation.

This warranty is void if the product is improperly installed, altered, misused, damaged, repaired without authorization, or rendered inoperable through means other than from a manufacturing defect in materials and workmanship.

This warranty is valid only in the United States and Canada. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or from province to province.

IN-WARRANTY PROCEDURE

Should service be required during the warranty period, visit WWW.SEJENT.COM/REPAIR for instructions on how to deliver the product, freight prepaid, to an authorized service facility. You must provide your unique Product Identification Number (PIN) in order to be assigned a Return Materials Authorization (RMA) number and receive complete shipping instructions.

SAVE THIS PRODUCT IDENTIFICATION NUMBER:

Sejent reserves the right to decline any returns without an assigned RMA number and dated proof of purchase.

Subject to verification of the defect or malfunction, Sejent will repair this product or replace it with a new or refurbished product, at its discretion, without charge except for a nominal fee for handling, packing, return postage, and insurance.

OUT-OF-WARRANTY PROCEDURE

Should service be required after the warranty period, visit WWW.SEJENT.COM/REPAIR for instructions and current handling and repair fees.

For products purchased directly through the Sejent online web store, Sejent may, in its sole discretion, choose to apply similar service terms as its in-warranty procedure.

Sections marked with asterisks (**) are essential to LagBuster functionality

SECTION:	TITLE:	PAGE:
Getting Started	Included in the Package	**iv**
	Pre-Installation Checklist	**1**
	LagBuster Features	**2**
	** Connecting Your LagBuster	**4**
	** LagBuster Activation	**8**
Game Support	Game Support	**10**
	Increasing Game Support	**11**
	Update	**11**
	Game Support Notes	**13**
Modes & Intelligent LED Bar	LagBuster Light Patterns	**14**
	Intelligent LED Bar Settings	**16**
	Light Intensity Adjustment	**16**
LagBuster Control Panel	Accessing the Control Panel With a Direct LagBuster to Computer Conection	**18**
	Accessing the Control Panel With the LagBuster Installed in the Network	**19**
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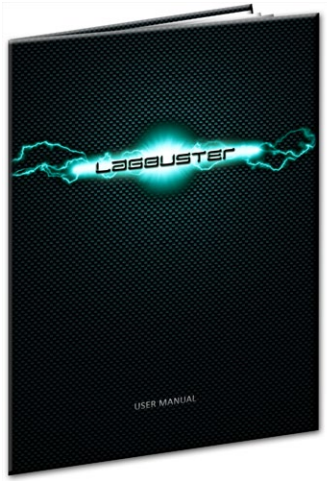
	Manual LagBusting	**30**
	Manual Update	**31**
	Restart LagBuster	**32**
Restore Factory Settings	Restore LagBuster to Factory Default Condition with the Control Panel	**33**
	Restore LagBuster to Factory Default Condition	**34**
Help & Support	Help & Support	**36**

Your Package Includes the Following:

The LagBuster

5 Volt Power Supply



User Manual

Before you continue with the installation process, you will need:

1- **Cable or DSL Internet Connection.**

2- **Shielded (STP) Ethernet Cables** (such as CAT5, CAT6, or CAT7, depending on your network requirements).

3- **Computer with Internet Browsing Capability.**

4- **Broadband Router.**

5- **Broadband Modem**.

Note: If you have a combo modem/router, you must also have an additional router. See the support section of the Sejent website at:

http://www.sejent.com/combounit

On the right side of the page you will find a series of instructions which will guide you through the necessary steps to get your LagBuster to function correctly with your combination unit.

Find the following features on your LagBuster before you begin the installation process (See Figure 1):

1. **Intelligent LED Bar**: The Light Patterns on the LED Bar will inform you of the status of your LagBuster (See *LagBuster Light Patterns* on Pg. 14).

2. **Room Light Sensor**: LagBuster can sense the light level in the environment and adjust the brightness of the Intelligent LED Bar accordingly (See Intelligent *LED Bar Settings* on Pg. 16).

3. **Reset Button**: Used to restore the LagBuster to its factory default condition (See *Restore LagBuster to Factory Default Condition* on Pg. 33).

4. **Power Supply Input**: Plug in the **factory supplied power adapter** to power-on your LagBuster.

5. **Two interchangeable Ethernet ports**: The router and modem can be connected to either Ethernet port when setting up your LagBuster (See *Connecting Your LagBuster* on Pg. 4).

6. **USB Port**: For Future Expansion.

LagBuster Features

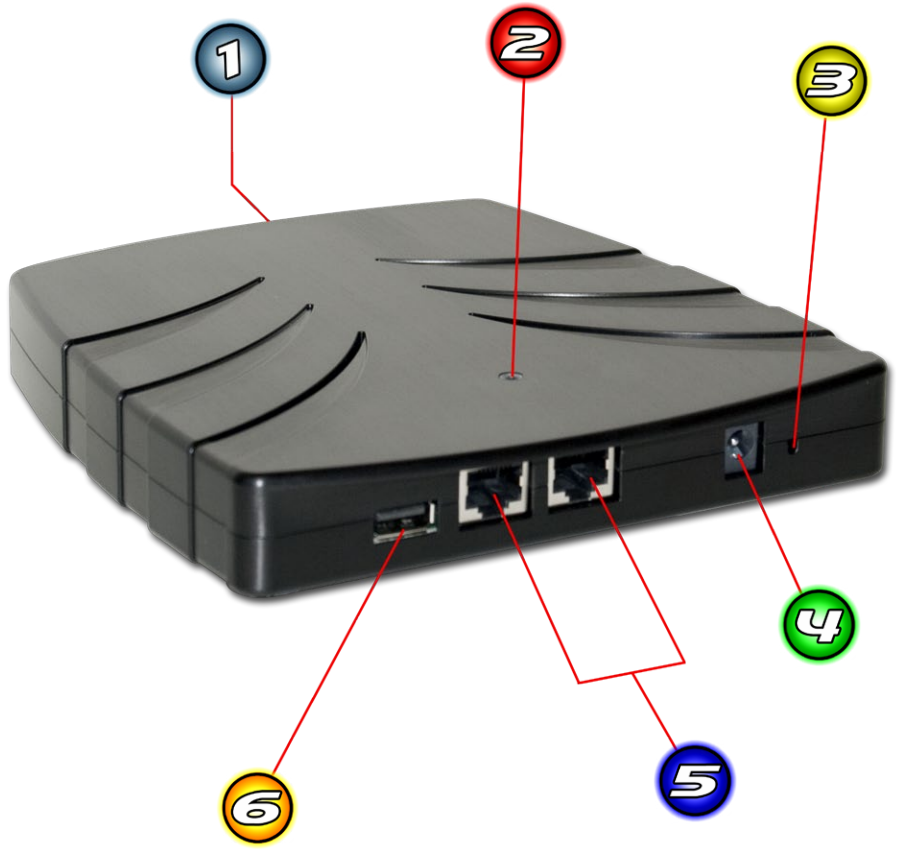


Figure 1 **LagBuster - Viewed from the back**

LagBuster is easily installed in your network between the modem and router (See Figures 2 and 3).

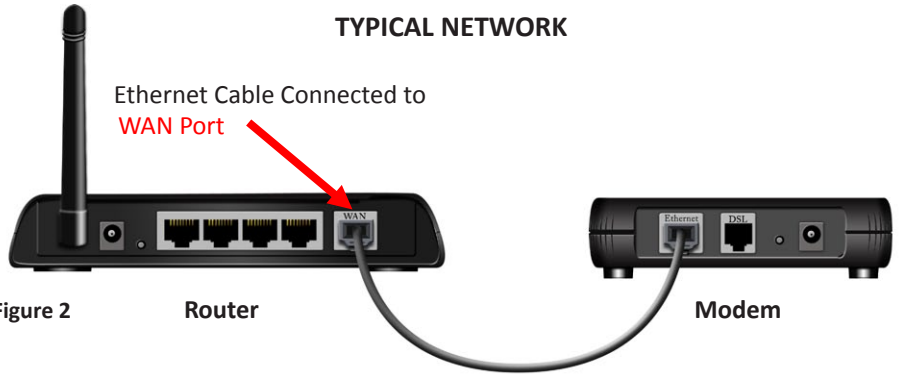


Figure 2

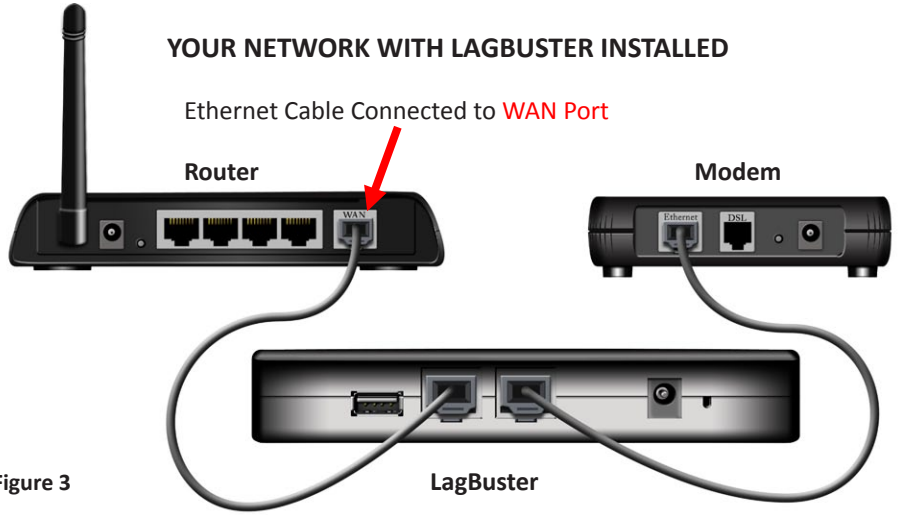


Figure 3

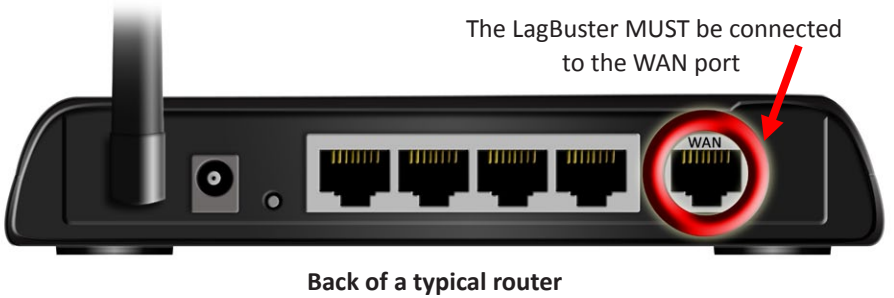
Note: Additional steps are necessary when connecting the LagBuster to a network using a **combination modem/router**. See **http://www.sejent.com/combounit** for instructions.

Connection Instructions:

1- Place your LagBuster in a **well-ventilated**, **moisture-free** and **dust-free** environment.

2- **Power off your router and Internet modem**. If you have more than one router installed in your network, power off the router that is directly connected to the modem.

3- Locate the **Wide Area Network (WAN) Ethernet port** on your router (See Figure 4).



Back of a typical router

Figure 4

Note: The WAN port is usually labeled as "**WAN**," or "**Internet**," or "**To Modem**," or with a **Circle**. It is also usually separated from the other Ethernet ports on the router.

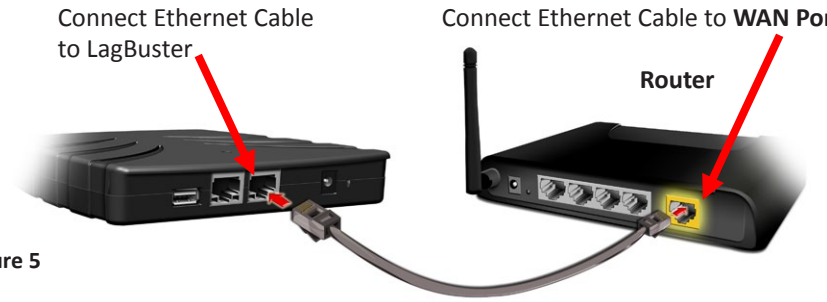


Figure 5

4- Connect an Ethernet cable to the **WAN Port** on your router and connect the other end of the cable into either Ethernet port on the back of the LagBuster (See Figure 5).

Note: If the Ethernet cable is not connected to the WAN Port on the router, the LagBuster will not function.

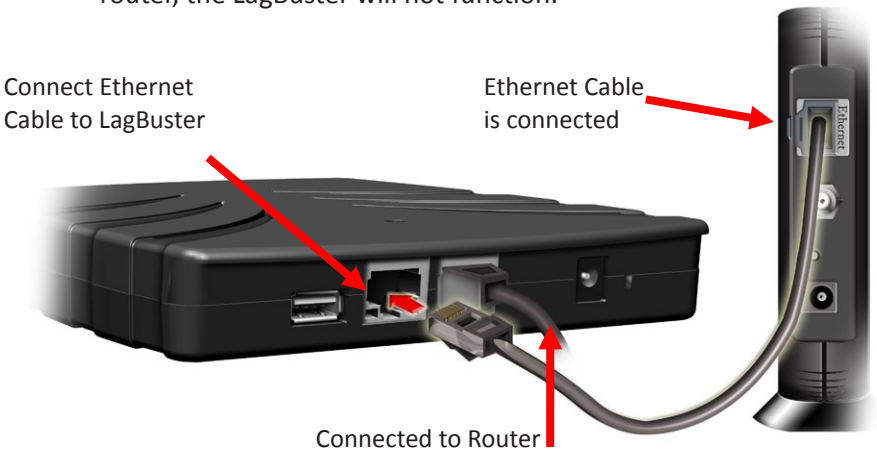


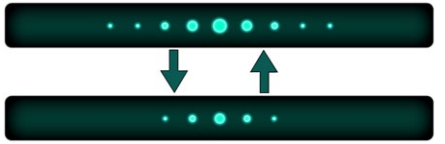
Figure 6

5- Connect an Ethernet cable to the Ethernet port on the **modem**. Connect the other end of the cable into the empty Ethernet port on the back of the LagBuster (See Figure 6).

6- **Power on** your network components in the following sequence:

1- Power on **LagBuster** by plugging the **factory supplied power adapter** into an electrical outlet with the correct AC voltage.
2- Wait for the LagBuster to display the *Direct Connect* light pattern.

Direct Connect light pattern -



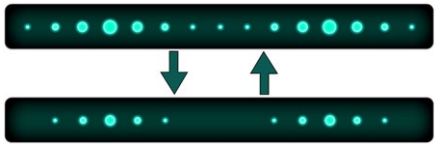
3- Power on the **Modem**.
4- Wait 15 seconds.
5- Power on the **Router**.
6- Power on your **PC**.

7- Wait for the LagBuster to initialize. You will see each LED on the Intelligent LED Bar light up one by one. After all of the LEDs are lit, you will see the *Initialization* light pattern while the LagBuster is initializing.

Initialization light pattern -

8- When the Intelligent LED Bar displays the *Unactivated* light pattern, initialization is complete and you can begin the activation process as outlined on the next page.

Unactivated light pattern -



9- Using your computer, make sure that you have an **ACTIVE INTERNET CONNECTION** by accessing a webpage such as www.sejent.com. Activation cannot take place until the LagBuster is online.

10- Using a computer connected to the **same network** that the LagBuster is being installed on, open a supported web browser (Mozilla Firefox or Microsoft Internet Explorer are recommended).

11- In the address bar of the browser type: **http://cp.lagbuster.com** and press the *Enter* or *Return* key.

12- The LagBuster Control Panel will load and display the *Login* Page. Use the default username and password (admin and admin) to log into the control panel (For more info, see *Control Panel Login and Password* on Pg. 22).

13- The Control Panel will display the following *Activation* Page:

14- After you have filled out the *Activation* page, click: ACTIVATE

15- Wait. Activation may take between five to fifteen seconds.

16- After your LagBuster has been activated, the Control Panel will display the *Update* page and inform you if a new update is available. It is **highly recommended that you update** your LagBuster at this time to ensure that you maximize the LagBuster's game support. If you choose not to update, skip to step #19.

17- To update your LagBuster, press the UPDATE button.

18- When the update has finished installing, the LagBuster will restart and initialize (For more info, see Step #7 of *Connecting Your LagBuster* on Pg. 7).

19- When the LagBuster is ready the LED Bar will display the *Ready* light pattern.

Ready light pattern -

20- At this point the LagBuster connection process is complete and you can begin playing your online video games lag-free. **The LagBuster should remain connected to your network and powered on at all times.**

The LagBuster will not function if you do not complete the *LagBuster Activation* process.

LagBuster is designed to work with all online video games on the following platforms:

Sony Playstation® 3

Microsoft Xbox 360®

PC

All other platforms may require use of the *Manual LagBusting* Control Panel page to be supported (See *Manual LagBusting* on Pg. 30).

Sejent continually tests individual games to ensure that they function correctly with the LagBuster.

Due to the nature of online gaming, the LagBuster must be updated from time to time in order to work with all newly released games.

It is crucial that you update your LagBuster regularly to maximize game support (See *Increasing Game Support* on Pg. 11).

Microsoft Xbox 360® and Sony Playstation® 3 are registered trademarks of their respective owners in the United States and/or other countries.

Your LagBuster should be updated regularly to maximize game support.

The instructions below explain how to **update your LagBuster**.

To Update Your LagBuster:

1- Access the LagBuster Control Panel by typing: **http://cp.lagbuster.com** into your web browser and press *Enter* (See *Accessing the Control Panel With an Active Internet Connection* on Pg. 19).

Note: Javascript must be enabled when accessing the control panel.

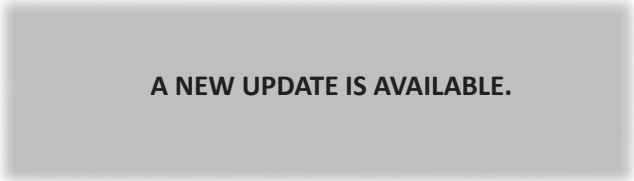
2- Login using the User ID: “admin” and Password: “admin” (See *Control Panel Login and Password* on Pg. 22).

3- Click the UPDATE button of the Main Menu.

4- Click the AUTOMATIC UPDATE button of the Category Submenu (See *Navigating the Control Panel* on Pg. 20).

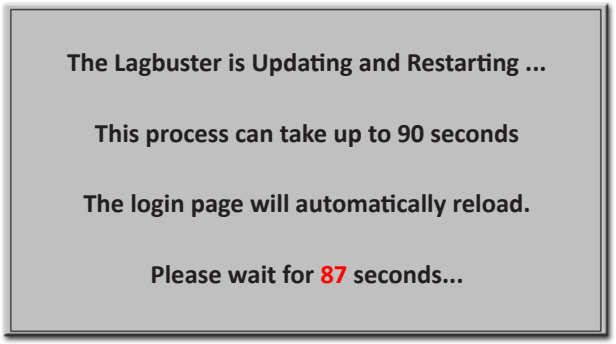
5- Your LagBuster will now automatically check the Sejent website for any available updates.

If an update is found, the following message will appear:



6- If you see this message, click the UPDATE button to download and install the LagBuster update.

7- The Control Panel will display the following message while the LagBuster is updating. **Internet access may be unavailable** during the update process.


The Lagbuster is Updating and Restarting ...
This process can take up to 90 seconds
The login page will automatically reload.
Please wait for 87 seconds...

8- After the update has been installed, your LagBuster will restart and the Control Panel will display the *Login* page. **Turn off** the router connected to the LagBuster for **10 seconds**, then turn it back on.

LagBuster can only eliminate lag that is due to *your* connection.
It is still possible to experience lag under the following circumstances:

Host/Server Lag:

All online games utilize either a host player in the match or a server to run the games. It is possible for the host or server connection to slow down temporarily and as a result **ALL** players in the game (except the host) will experience lag simultaneously. Many new games will pick a different host in this situation (called Host Migration).

LagBuster ensures that even if you experience this type of lag you will *never* be at a disadvantage.

This type of lag is most commonly experienced while playing online action games such as First/Third Person Shooters.

Slowest connection games:

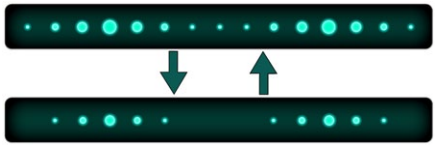
In some online games, the game speed is determined by the player with the slowest connection. It is possible to experience lag in these cases because your opponent's connection is lagging. Using a LagBuster will ensure that the lag is never due to *your* network.

Lag will be completely eliminated if all players in the match are using a LagBuster.

This should affect Sports, Fighting, and Real-Time Strategy online games.

Unactivated – The LagBuster is correctly connected to the network and is ready to be activated via the Control Panel (See *LagBuster Activation* on Pg. 8).

Unactivated -

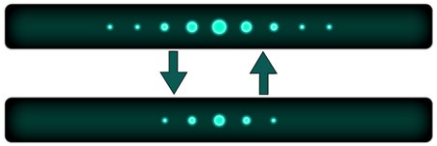


Initialization – The LagBuster has been connected to the network and powered on. The LagBuster will automatically initialize before it will function. *Initialization* is similar to the boot-up period on your computer.

Initialization -

Direct Connect – The Intelligent LED Bar will display the *Direct Connect* light pattern when the LagBuster is powered on with one or both Ethernet ports disconnected. This can happen when attempting to access the Control Panel without an active Internet connection by connecting your computer directly to the LagBuster (See *Accessing the Control Panel Without an Active Internet Connection* on Pg. 18) or if either the router or modem is not properly connected to the LagBuster.

Direct Connect -

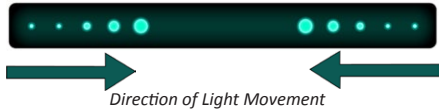


Ready – The LagBuster is properly installed and ready to eliminate Lag but has **NOT** detected a game or game system on the network.

Ready -

LagBusting – The LagBuster is connected to the network and has detected that a game system has been powered on or a game has been started. The LagBuster will now begin doing its job, ensuring that your game runs as smoothly as possible.

LagBusting -

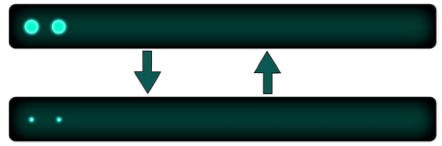


LagBusting Off – The LagBusting functionality has been disabled via the Control Panel (See *LagBuster Modes* on Pg. 24). Your LagBuster will monitor your network bandwidth and traffic but it will not eliminate lag from online games.

LagBusting Off -

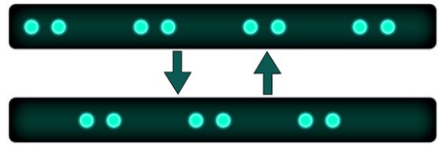
Sleeping – All functionality has been disabled via the Control Panel (See *LagBuster Modes* on Pg. 24). The LagBuster is **NOT** monitoring your network bandwidth or traffic and will **NOT** eliminate lag from online games.

Sleeping -



Hardware Error – The LagBuster has experienced an error that it cannot recover from on its own (See *Help & Support* on Pg. 36).

Hardware Error -



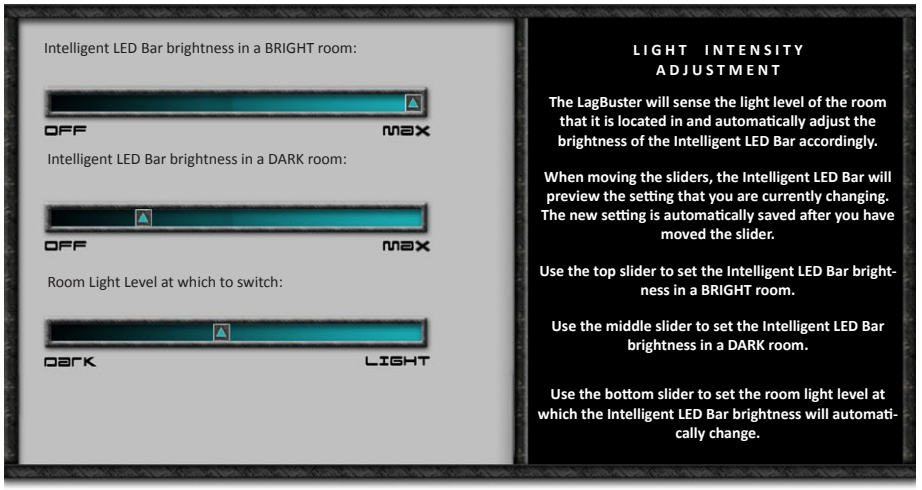
To edit the Intelligent LED Bar settings:

1- Access the LagBuster Control Panel by typing: **http://cp.lagbuster.com** into your web browser and press *Enter* or *Return* key (See *Accessing the Control Panel* on Pg. 18).

2- Click the GEAR button on the Main Menu.

3- Click the LIGHT INTENSITY ADJUSTMENT button on the Category Submenu (See *Navigating the Control Panel* on Pg. 20).

4- The *Light Intensity Adjustment* page will load:


Intelligent LED Bar brightness in a BRIGHT room:
OFF
max
Intelligent LED Bar brightness in a DARK room:
OFF
max
Room Light Level at which to switch:
DARK
LIGHT
LIGHT INTENSITY ADJUSTMENT
The LagBuster will sense the light level of the room that it is located in and automatically adjust the brightness of the Intelligent LED Bar accordingly.
When moving the sliders, the Intelligent LED Bar will preview the setting that you are currently changing. The new setting is automatically saved after you have moved the slider.
Use the top slider to set the Intelligent LED Bar brightness in a BRIGHT room.
Use the middle slider to set the Intelligent LED Bar brightness in a DARK room.
Use the bottom slider to set the room light level at which the Intelligent LED Bar brightness will automatically change.

"Light Intensity" refers to the brightness of the Intelligent LED Bar.

The LagBuster can automatically adjust the Intelligent LED Bar light intensity depending on the brightness of the room that the LagBuster is located in.

Note: The LagBuster's room light sensor must not be covered in order for it to detect the light levels in the room (See *LagBuster Features* on Pg. 2).

The *Light Intensity Adjustment* page has three of the following sliders:

When the LagBuster is located in a BRIGHT room:

Moving the **TOP** slider all the way to the left will turn **off** the Intelligent LED Bar, and moving it all the way to the right will set the Intelligent LED Bar to the **maximum brightness** in a brightly lit room.

When the LagBuster is located in a DARK room:

Moving the **MIDDLE** slider all the way to the left will turn **off** the Intelligent LED Bar, and moving it all the way to the right will set the Intelligent LED Bar to the **maximum brightness** in a dimly lit room.

The third slider determines what is considered a light and dark room:

Moving the **BOTTOM** slider to the left will cause the Intelligent LED Bar to switch from Bright Room Mode to Dark Room Mode at a **lower light level.** Moving it to the right will cause the Intelligent LED Bar to switch from Bright Room Mode to Dark Room Mode at a **higher light level.**

With a Direct LagBuster to Computer Connection (No Internet)
(If you have an Active Internet Connection, skip to Step #1 on the next page):

Note: The PC that you are connecting to must have DHCP enabled, and the web browser must have JavaScript enabled.

1- **Power off** your LagBuster by disconnecting the power supply.

2- **Unplug both Ethernet cables** from the back of the LagBuster.

3- Plug an Ethernet cable into the Ethernet port on your computer.

4- Plug the other end of the Ethernet cable into either Ethernet port on the back of your LagBuster.

5- Make sure that there is **no cable connected** to the other Ethernet port on the LagBuster (See Figure 7).

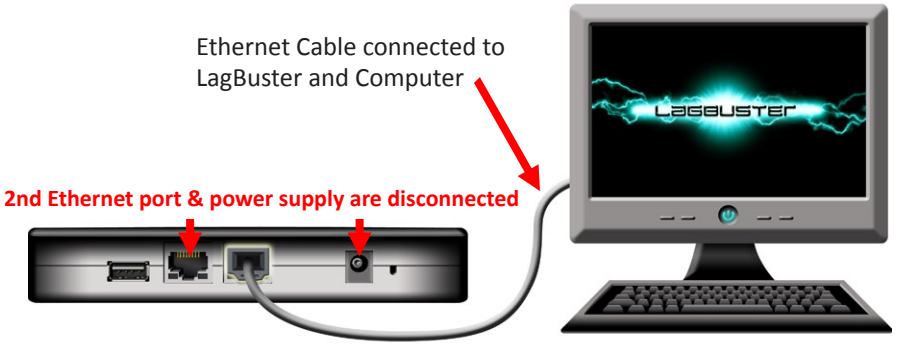
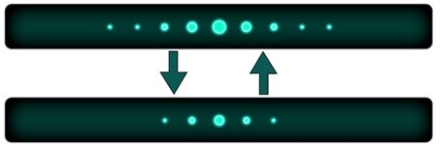


Figure 7

6- Power on the LagBuster by inserting the Power Supply into the Power Supply Input; the Intelligent LED Bar will display the *Initialization* light pattern while the LagBuster initializes.

7- When the LagBuster has finished initialization, the Intelligent LED Bar will display the *Direct Connect* light pattern.

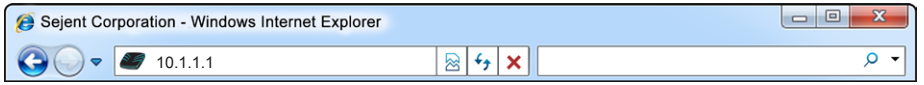
Direct Connect light pattern -



8- Using the computer that is directly connected to the LagBuster with an Ethernet cable

9- Open your preferred Internet browser (Microsoft Internet Explorer or Mozilla Firefox are recommended).

10- In the address bar of the browser type: **http:// 10.1.1.1** and continue to Step #4 below.



With the LagBuster Installed in the Network (Active Internet Connection):

1- Ensure that the LagBuster is *Ready* (See *LagBuster Light Patterns* on Pg. 14).

2- Open your preferred Internet browser.

3- In the address bar of the browser type: **http://cp.lagbuster.com**

4- Press the *Enter* or *Return* key on your keyboard and the LagBuster Control Panel *Login* Page will load.

Several features and functions of the Control Panel will be referred to throughout this section of the manual. Refer to the list below to learn about the key features of the LagBuster Control Panel (See Figure 8).

Control Panel Features:

Main Menu: Click on the buttons to navigate through the four main categories of the Control Panel (Update, Gear, Admin, Help).

Category Submenu: Each category of the Control Panel has several pages associated with it. Use the Category Submenu to navigate between the pages. The highlighted submenu button corresponds to the page that is being viewed in the Page Content window.

Page Content: This feature displays the pages that are used to execute different functions associated with your LagBuster.

Page Instructions: Each page contains an explanation of the content it displays and/or instructions on how to use the functions associated with it.

Logout Button: Click the Logout button when you are finished using the Control Panel to sign out.

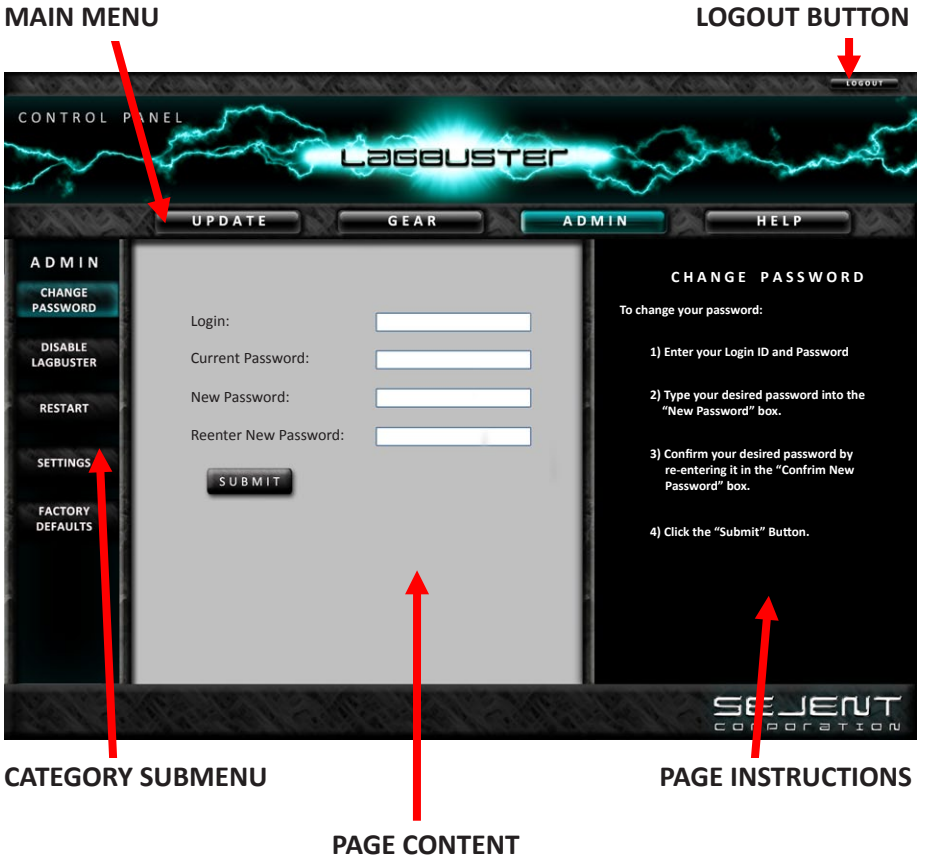
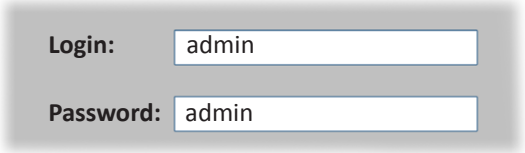


Figure 8

Note: The remainder of the Control Panel screenshots in this section will be of the Page Content portion only.

Logging into the Control Panel:

When Logging into the LagBuster Control Panel for the first time you **MUST** enter the following default Login information into the appropriate fields:



Note: The Login and Password are **CASE SENSITIVE**.

Click the LOGIN button and you will be taken to the *Update* page (See *Increasing Game Support* on Pg. 11).

To Change Your Password:

To change your Control Panel login password:

1- Click the ADMIN button on the Main Menu.

2- Click the CHANGE PASSWORD button on the Category Submenu.

3- Follow the instructions on screen to change your password.

Note: You may leave the "New Password" field blank if you do not want to use a password to access the Control Panel.

To Access the Control Panel Settings Page:

1- Click the ADMIN button on the Main Menu.

2- Click the SETTINGS button on the Category Submenu.

From the *Settings* page you can:

Restore all user-entered settings:

Click the RESTORE button to restore all user-entered settings that you have changed via the Control Panel to their default values. No Updates will be lost and you will **NOT** have to reactivate your LagBuster.

Save user-entered settings:

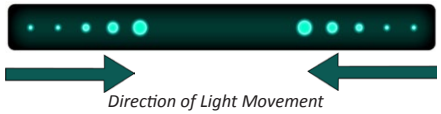
Click the SAVE button to save your Intelligent LED Bar and Manual LagBusting settings to a file on your hard drive.

Load all user-entered settings:

Click the Browse... button to locate a LagBuster settings file on your hard drive and then press the LOAD button to load the settings to your LagBuster.

LagBusting On: When LagBusting is on, your LagBuster is fully functional. It will eliminate lag from your games as well as monitor your network bandwidth and traffic. The Performance Meters and Windows 7 Gadget will be functional.

LagBusting On light pattern -

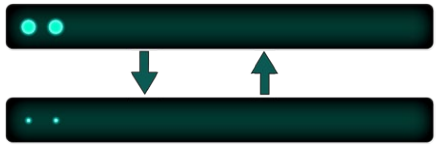


LagBusting Off: When LagBusting is off, your LagBuster will monitor your network bandwidth and traffic but it will not eliminate lag from your games. The Performance Meters and Windows 7 Gadget will be functional.

LagBusting Off light pattern -

Sleeping: When the LagBuster is sleeping, it is not managing or monitoring your network. It is as if the LagBuster was not installed. The Performance Meters and Windows 7 Gadget will not function.

Sleeping light pattern -



To Change the Mode Your LagBuster is Currently In:

1- Click the

button on the Main Menu.

2- Click the

button on the Category Submenu.

3- Click your desired Mode (LagBusting On, LagBusting Off, Sleep).

4- Click the

button to put your LagBuster into the mode.

Note: You may also toggle between *LagBusting On* and *LagBusting Off* by using the following button on the *Performance Meters* page:

(See *Performance Meters* on Pg. 26).

The *Performance Meters* page utilizes two bandwidth meters to show if the LagBuster is working, and how hard (See Figure 9).

To access the Performance Meters page:

1- Click the GEAR button on the Main Menu.

2- Click the PERFORMANCE METERS button on the Category Submenu.

3- The *Performance Meters* page will load:

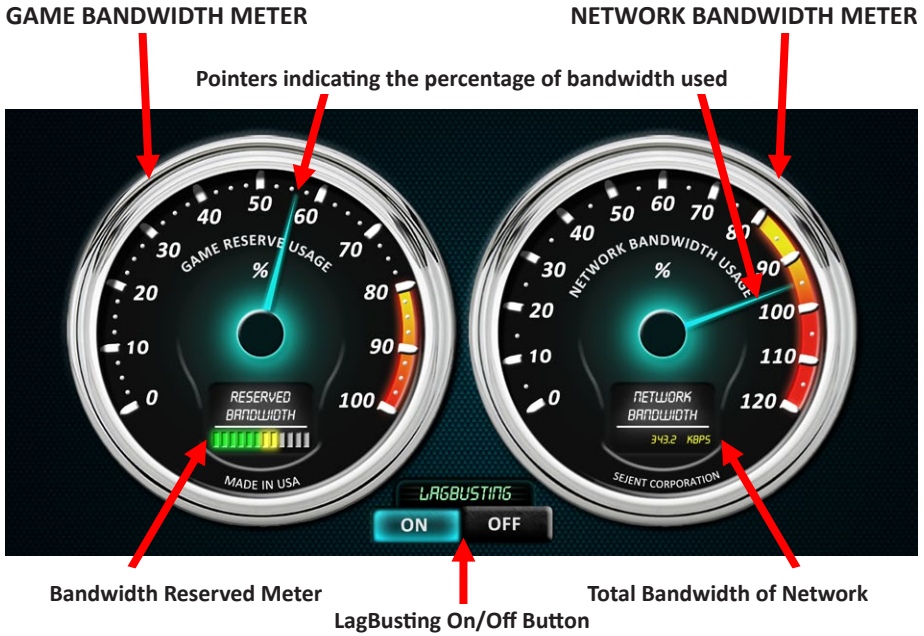


Figure 9

Network Bandwidth Meter (Line Load Factor):

The Network Bandwidth Meter shows the total available upstream bandwidth of your network in kilobits per second (Kbps). The pointer indicates the amount of traffic currently on your connection as a percentage of the total bandwidth.

If you did not have a LagBuster connected to your network, you would begin to experience an increase in lag as the traffic increases. This is because the game traffic would be forced to compete for bandwidth with the non-game traffic. You experience lag in your games when the game traffic loses the competition for bandwidth. It is possible for the rate of traffic to exceed your network bandwidth, which is why the meter goes to 120%.

When the pointer goes past 100%, the lag would be so bad that you could be dropped from your online game if you did not have a LagBuster.

Game Bandwidth Meter (Game Traffic):

LagBuster eliminates the bandwidth competition by reserving bandwidth specifically for game traffic.

The Reserved Bandwidth Meter displays the amount of bandwidth that is reserved for games relative to the total bandwidth of your network.

The pointer indicates the percentage of the reserved bandwidth that is currently being used by your online video game.

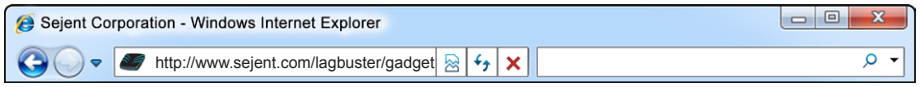
As long as the pointer remains between 0% and 100% you will not experience lag.

LagBusting On/Off Button:

Turning LagBusting off will prevent your LagBuster from eliminating lag. Your game will be as if you did not have a LagBuster connected to your network. Clicking the button switches between *LagBusting On* and *LagBusting Off* Modes.

To Download the Windows 7 LagBuster Gadget:

1- Type **http://www.sejent.com/lagbuster/downloads/gadget** into a web browser and press the *Enter* or *Return* key on your keyboard.



2- Your browser may ask you if you want to download the file. Click *Yes* or *OK*.

3- When the file has finished downloading, locate the file on your hard drive and double click it. Windows will ask you if you want to install the gadget. **Click Yes.**

4- Right click on your desktop and select *Gadgets* from the menu.

5- Locate the LagBuster icon. Click the icon and drag it onto your desktop.

Windows 7 LagBuster Gadget at a Glance:

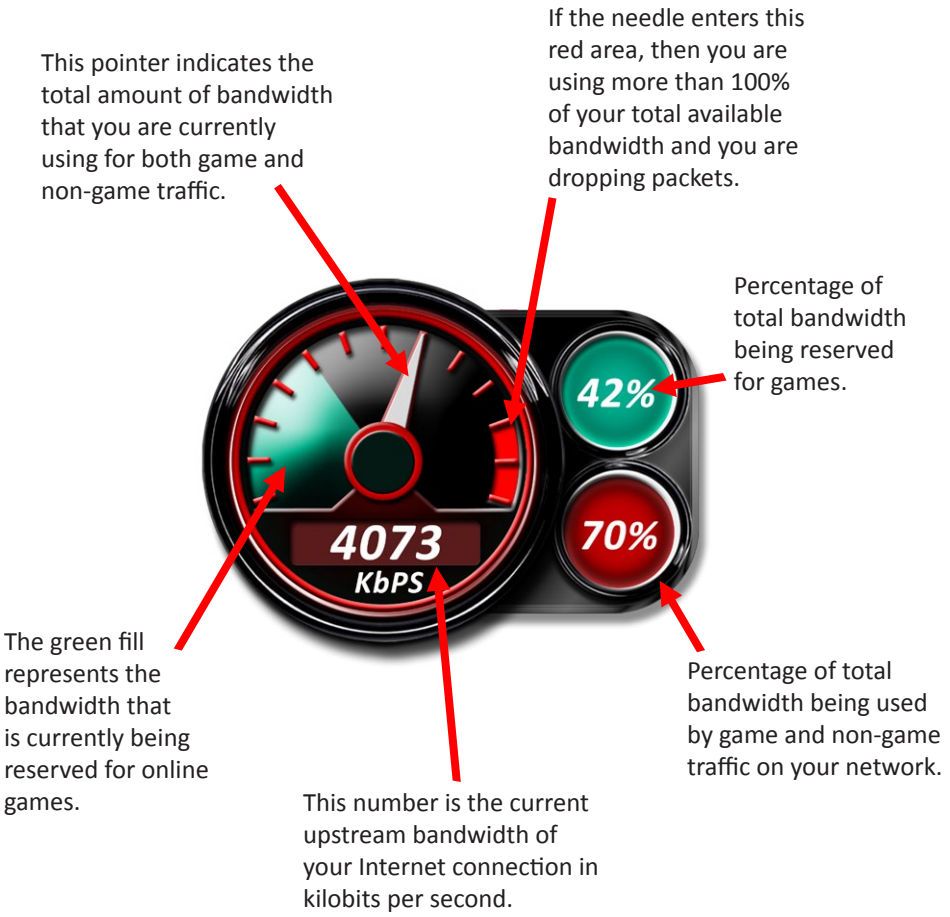

This pointer indicates the total amount of bandwidth that you are currently using for both game and non-game traffic.
If the needle enters this red area, then you are using more than 100% of your total available bandwidth and you are dropping packets.
Percentage of total bandwidth being reserved for games.
42%
4073
KbPS
70%
The green fill represents the bandwidth that is currently being reserved for online games.
This number is the current upstream bandwidth of your Internet connection in kilobits per second.
Percentage of total bandwidth being used by game and non-game traffic on your network.

Figure 10

LagBuster allows you to manually eliminate lag from newly released games before the next LagBuster update is available. To do so, you must input game traffic information such as protocol, source port(s), destination port(s), and destination IP address into the table on the *Manual LagBusting* Page.

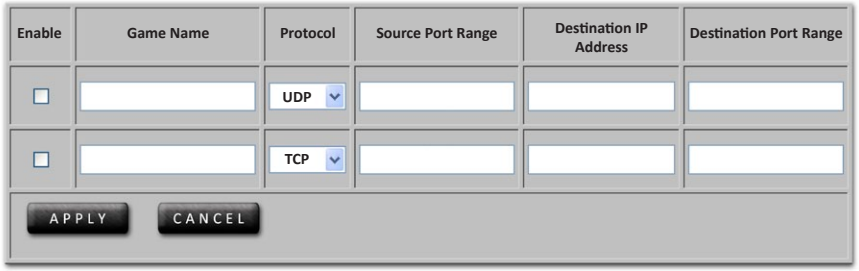
Entering or changing information on this page can affect your LagBuster's performance.

To use the Manual LagBusting page:

1- Click the GEAR button of the Main Menu.

2- Click the MANUAL LAGBUSTING button of the Category Submenu.

3- The *Manual LagBusting* page will load:



4- Using the drop down menu in the "Protocol" column of the table, you must identify whether the desired game traffic is TCP, UDP or Both.

5- In addition to identifying protocol, you **must complete at least one other field**. The more fields that you complete, the more selective the LagBuster will be when identifying the specified game traffic.

6- The "Game Name" column is optional and allows you to keep track of what game the entered information is for.

7- Check the box in the Enable column and click apply to begin prioritizing the specified traffic. If you do not check the Enable box, the game traffic information will be saved for future use, but it will not yet be used by the LagBuster.

To Manually Update Your LagBuster:

1- Visit the website below for information on manual update files:

http://www.sejent.com/lagbuster/update

2- Click the UPDATE button of the Main Menu.

3- Click the MANUAL UPDATE button of the Category Submenu.

4- Click the Browse... button, locate the update file that you downloaded in Step #1 and click "OK".

5- Once you have selected the update file, click the UPDATE button. You will see a message informing you that your LagBuster is updating.

6- After the LagBuster has finished updating, it will restart and initialize. **Internet access may be unavailable** while the LagBuster is restarting

To Restart Your LagBuster:

Note: Restarting the LagBuster is the equivalent of cycling power. No settings or updates will be lost.

1- Click the ADMIN button on the Main Menu.

2- Click the RESTART button on the Category Submenu

3- Follow the instructions on screen to restart your LagBuster. **Internet access may be unavailable** while the LagBuster is restarting.

4- After you have finished restarting you LagBuster, **turn off** the router connected to the LagBuster for **10 seconds** and then turn it back on.

All updates and settings will be lost if you reset the LagBuster to the factory default condition. After activating your LagBuster 5 times, you must contact Sejent to reactivate.

To Restore your LagBuster to the Default Condition with the Control Panel:
Also see Pg. 34: *Restore LagBuster to Factory Default Condition*.

1- Click the ADMIN button on the Main Menu.

2- Click the FACTORY DEFAULTS button on the Category Submenu.

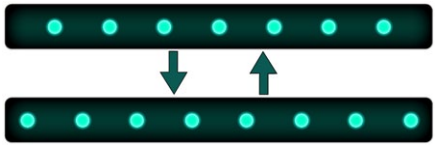
3- Click the RESTORE button.

4- You will be redirected to a page that asks if you are sure that you want to continue.

5- If you are sure that you would like to restore the LagBuster, click Yes.

6- The Intelligent LED Bar will now display the *Reset* light pattern. **Internet access may be unavailable** while the LagBuster is resetting (This could take several minutes):

Reset light pattern -



7- Once the reset process has been completed, the Lagbuster will reboot, initialize and **MUST BE REACTIVATED** (See Steps #9-19 of *Lagbuster Activation* on Pg. 8).

8- **Turn off** the router connected to the LagBuster for **10 seconds,** and then turn it back on.

All updates and settings will be lost if you reset the LagBuster to the factory default condition. After activating your LagBuster 5 times, you must contact Sejent to reactivate.

To Restore your LagBuster to the Default Condition:
Also see Pg 33: *Restore LagBuster to Factory Default Condition with the Control Panel.*

1- **Power off** the LagBuster by disconnecting the Power Supply. **Internet access will be unavailable** until the LagBuster has restarted.

Note: This process is easiest if the LagBuster is plugged into a power strip with an on/off switch.

2- Carefully depress the *Reset* Button using a non-conductive stylus such as a wooden toothpick and hold the *Reset* Button in **firmly** (See Figure 11).

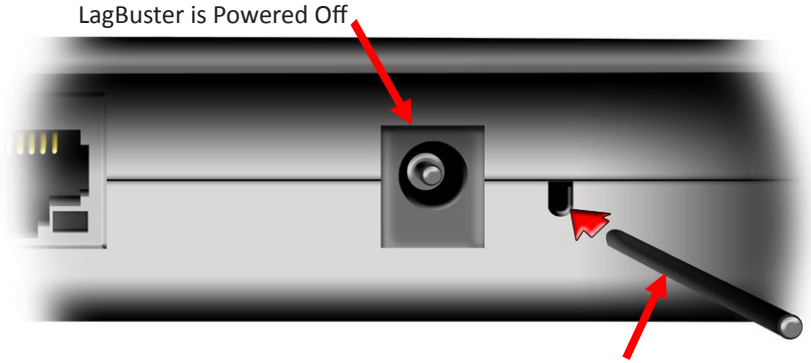


Figure 11 Depress Reset Button with Non-Conductive Object

3- **While keeping the *Reset* Button depressed**, restore power to the LagBuster. The entire Intelligent LED Bar will blink slowly.

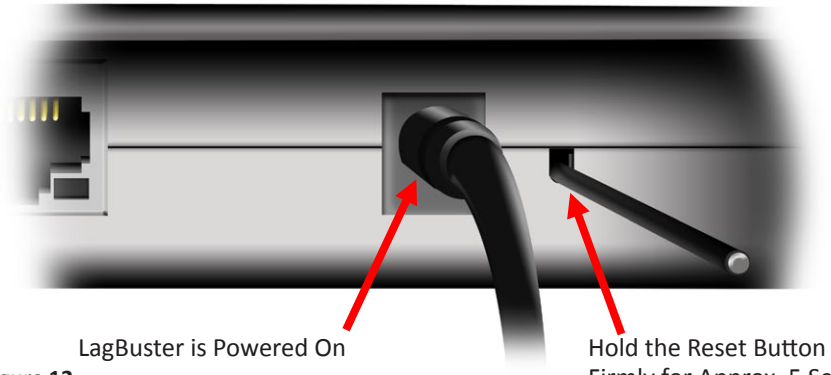


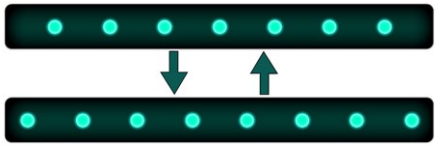
Figure 12

4- **Continue depressing the *Reset* Button** until the entire Intelligent LED Bar begins blinking very rapidly--this should take approximately 5 seconds (See Figure 12).

5- Release the *Reset* Button by removing the object depressing it.

6- The Intelligent LED Bar will now display the *Reset* light pattern.

Reset light pattern -



7- Once the reset process has been completed, the LagBuster will reboot, initialize and **MUST BE REACTIVATED** (See Steps #9-19 of *LagBuster Activation* on Pg. 8).

8- **Turn off** the router connected to the LagBuster for **10 seconds**, and then turn it back on

If you experience a problem with your LagBuster please visit:

http://www.sejent.com/lagbuster/support

You will find a troubleshooting section that will help to answer your questions and diagnose or fix most problems you may be experiencing.

If there is no solution to your problem in the troublshooting section of www.sejent.com/lagbuster/support, follow the steps on screen to contact the Sejent Technical Support Team.

Technical Support Instructions:

Sejent Technical Support may require more information in order to solve your specific problem.

1- Click the HELP button of the Main Menu.

At this point the Sejent Technical Support will direct you to one of two places on the Help Category Submenu:

SUPPORT DATA or MESSAGE LOG

Do not proceed unless instructed to by a member of the Sejent Technical Support Team. Doing so could erase information needed to solve your problem.

When you click the SUPPORT DATA button, the control panel will display information about your LagBuster that the support team may need you to provide them with.

When you click the MESSAGE LOG button, two new categories (*Save Log* and *Clear Log*) will appear in the Help Category Submenu.

Sejent Technical Support may require you to use one or both of these pages in order to identify the problem.

Do not clear the Message Log unless instructed to by a Sejent Support Technician.

The CLEAR LOG page clears the log on the LagBuster, clearing the log may prevent you from providing the Sejent Technical Support Team with the information needed to diagnose and solve your problem.

The SAVE LOG page downloads the log to your hard drive.

If you are required to save the log, you must send it to the Sejent Support Team as an email attachment.

If you cannot acces the troubleshooting section of Sejent.com, please call Technical Support at:

1-85-LAGBUSTER

(1-855-242-8783)

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